**Position/Title:** Maintenance/Small Works Services Projects Manager

**Department**: Maintenance

**Company:** Munro Building Services

**Responsible To**: Contracts Manager

**Purpose/Primary Functions of Position**

Under the direction of the Maintenance contracts Manager, and in accordance with laid down standards and systems, assume overall contractual and financial responsibility for allocated maintenance and small works projects from estimating and negotiation though to award and operational delivery, thereby ensuring we meet our obligations and ensure profitability. The maintenance of good client relationships and liaison throughout the contract is essential to the post.

**Primary Duties:**

1. Attend, where requested, site meeting to land liaison with new and existing clients
2. Attend site to survey and estimate maintenance agreements and small works projects as requested
3. Produce a service delivery planner procurement programme to accord with client brief or specification under the direction of Manager.
4. Liaise with the client and colleagues on distribution/material scheduling, phasing and programming requirements. Ensure orders are placed to meet contract and project requirements, including chairing interviews, technical appraisal reviews and cost negotiations, etc.
5. Check and ensure all major suppliers and manufacturers comply with the proposal , instruct order placement and check acknowledgements are within set budgets. Report any losses/gains.
6. Produce information required, schedules of technical or contractual issues for clarification from client.
7. Ensure operatives comply with Company standards, good practice, specification and regulations. Authorise payment within Company standards and guidelines.
8. Throughout the project or contract , supervise Munro labour, subcontractors and all facets of the operational service delivery, ensuring compliance with the SFG20 specification and contract documentation.
9. Check quality control of the service and take effective measures in areas of deficiencies.
10. Attend all contract site meetings including preparation of reports required by client . Respond to all correspondence/communications in writing recording key aspects.
11. Organise site establishment, storage offices, plant, equipment and consumables required to complete works, within set budget parameters. Ensure that company plant and materials are properly stored and handled in a safe and secure manor.
12. Preparation of any small works accounts of work done and assist in cash collection , ensuring the Company maintains a positive cash flow wherever possible.
13. Where necessary, and on certain projects, the Projects Engineer will be expected to fulfil the role of Quantity Surveyor, to the standard set out in the relevant procedures policy document, using the company’s standard systems.
14. Undertake the assessment of specialist works to be subcontracted, conduct interviews and assist in placing any subcontract orders within set budget limits. Assist in the managing of subcontractor accounts, including payments, instructions and progress applications with the project Quantity Surveyor.
15. Liaise with the Contracts Manager on payment of applications and discuss any shortfalls. Address reasons why.
16. Assist the Contracts Manager in the preparation and issue of Financial Progress Reports (FPR) by providing a written report on material variances and final cost forecasts for both labour and materials.
17. Ensure that health and safety policies and procedures are adhered to and fully implemented at site level and take appropriate action where individuals do not comply with the company’s health and safety policies and procedures.
18. Organise the testing and commissioning of installation, together with the completion of the commissioning manual, prior to handover, either using Munro resources or specialist contractors, including demonstration to client.
19. Prepare Operating and Maintenance Manuals, As Installed Drawings and Contract Completion documentation. Issue draft and complete versions to programme and contractual requirements, including liaison with support staff on preparation.
20. Undertake ad hoc work as and when required, together with any other duties which fall within the scope of the position.
21. Work safely in accordance with the company’s current health and safety policy procedures.

**Skills, Knowledge & Competencies required**

* Customer focused with a can do approach
* An overall knowledge and understanding of a wide variety of HVAC/Electrical systems and their maintenance and installation methods.
* The ability to plan ahead, co-ordinate and prioritise workloads.
* Good communication skills, both written and oral.
* Good people management and motivational skills.
* The ability to work under pressure to meet set deadlines.
* Numeracy and literacy skills.
* The ability to multi-task and be methodical.
* The ability to work unsupervised but also to be an active team member.
* The ability to read, interpret and fully understand specifications and drawings.
* A pro-active approach to problem solving.
* A good working knowledge of Microsoft Word, Excel and Project.
* A good knowledge of all aspects of health and safety within the industry and the ability to implement control measures at site level.

**Measurement of success**

* Client retention , client development and return on estimates / quotations
* The production, timing and accuracy of reports, estimates and delivery of service
* Knowledge of the financial returns on projects under his/her control at any one time.
* Consistently good financial returns on contracts and projects, taking into account all relevant factors.
* A professional attitude and appearance and approach to meetings, timekeeping attendance generally and interaction with others both internally and externally.
* The approach to dealing with correspondence.
* The control of labour and subcontractors, for both performance and cost.
* To perform the tasks as detailed within the job description within specified deadlines.
* Reliability in terms of attendance and timekeeping, together with a professional approach in representing .